

Operation Tripwire

Montgomery County Police Department

Potential Indicators of Terrorist Activities



Operation Tripwire is a program which establishes community contacts with a network of businesses and industries joining together to prevent terrorist acts, both within and outside of the boundaries of Montgomery County. The Tripwire program relies on those communities to report suspicious encounters which may have possible links to terrorism.

Terrorists may portray themselves as legitimate customers seeking to obtain materials, equipment, licenses or skills learned through formalized training, which may further terrorist plots. Furthermore those same materials and equipment could be obtained by illegitimate means from legitimate businesses through theft or deceit. Regardless of the means of obtaining these items, the Tripwire program seeks the vigilance of the business community to help to prevent terrorist plots.

Operation Tripwire strongly encourages businesses to report actions which they deem suspicious or unusual while conducting everyday transactions. The Tripwire program needs participation, not only from business owners, but employees who interact with customers daily. Your impressions and assessments, based on your professional experience, are extremely valuable and should help guide you in determining if a request, fact pattern or set of circumstances is unusual. Be mindful that the suspicious activity need not be criminal in nature to report it to the Montgomery County Police.

The Tripwire network provides indicators which are suspicious to your specific type of business. These indicators will help your business to be cognizant of activity which maybe indicative of terrorist actions.

To learn more about the Tripwire program please email viceandintel@montgomerycountymd.gov with questions or requests. A detective will respond within a timely manner. A detective will also establish contact and educate you on the specific indicators which you should look for in your business. Please provide the business name, contact person and phone number in the email.



Operation Tripwire

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Operation Tripwire

Potential Indicators of Terrorist Activities Related to Local Airports

What Should I Consider Suspicious?

- Individuals already enrolled in lessons or who make inquiries regarding lessons, but don't appear to be interested in learning pilot and aircraft safety.
- Individuals who appear more interested in learning about and documenting airport security procedures rather than aircraft safety.
- Attempts to register for flying lesson or rent/charter a plane with identification that appears to lack authenticity.
- Questions regarding aircraft rentals for questionable reasons.
- Requests to be flown through, or in close proximity to, restricted airspace.
- Requests to be flown over specific potentially sensitive locations (e.g., schools, dams, bridges) for unsubstantiated reasons.
- Individuals on chartered flights who take pictures or videos of sensitive critical infrastructure.
- Inquiries about buying aviation fuel in containers as opposed to dispensing it into an airplane.
- Attempts to load fuel or propane into a passenger compartment of an aircraft.
- Evidence of attempted breaches of airport perimeter security.
- Vehicles parked near an airport perimeter fence, particularly for extended periods of time.
- Attempts to leave or enter airport buildings through emergency exits, employee doors, or other outlets not designed for public access.
- Airport employees found in areas that are not permitted by their credentials.
- Requests for information about airport security procedures, staffing, or equipment by an individual who is not normally affiliated with your airport.
- Individuals who ask about crop dusting planes and are unable to provide a satisfactory reason for the inquiry.

It is important to remember that just because someone's speech, actions, beliefs, appearance, or way of life is different, it does not mean that he or she is suspicious.

What Should I Do?

Be part of the solution.

- Require valid ID from all new customers.
- Keep records of all purchases.
- Report any missing or stolen fuel, vehicles or other equipment to police.
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
- For incidents which have already occurred, please call the 24 hour crime tip line at (240)773-TIPS (8477) or email your complaint to viceandintel@montgomerycountymd.gov

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Potential Indicators of Terrorist Activities Related to Beauty Supply Stores

What Should I Consider Suspicious?

People Who:

- Have burn marks on hands, face, arms
- Missing hand/fingers, bright colored stains on clothing, strange odors
- Attempts to significantly alter physical appearance from visit to visit
- Only purchase chemicals and not other beauty supplies
- Do not work at or own salon, but make significant purchases
- Are preoccupied with the concentration levels of Hydrogen Peroxide or Acetone
- Asks about boiling or making liquid more concentrated
- Comments involving radical theology or anti-U.S. sentiments
- Travels an extremely long distance to the store to make purchases in large quantities.
- Acts nervous and is evasive regarding the intended uses of the products they intend to purchase

Purchase Activities Include:

- Requests for large quantities of Hydrogen Peroxide or Acetone
- Numerous smaller purchases of Hydrogen Peroxide or Acetone
- Requests for higher concentrations or information on how to do that themselves
- Quantity desired inconsistent with use; illogical explanation for supplies
- Purchase of storage containers (glass jars or plastic buckets), mixing utensils, and/or rubber gloves, in conjunction with Hydrogen Peroxide/Acetone.

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What Should I Do?

Be part of the solution.

- Require valid ID from all new customers.
- Keep records of all purchases.
- Report any missing or stolen medications or store inventory to police
- Make note of suspicious statements and people.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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Potential Indicators of Terrorist Activities Related to Bulk Fuel Distributors

What Should I Consider Suspicious?

- New customers who are not from the area
- Individuals who are in storage areas, without authorization
- Theft of fuel from your business inventory or tractor trailer/tanker.
- Theft of equipment and/or vehicle used to transport fuel.
- Requests to purchase unusual amounts of fuel, not typical of most transactions, or an unusual method of payment.
- Unusual inquiries from strangers concerning how you store fuel or handle it on the premises.
- Observations of your facility by unknown persons (e.g., monitoring the arrival or departure of fuel trucks).
- Reports by employees of unknown persons observed trespassing on your property or taking photographs of your facility/equipment.
- Reports by employees regarding being questioned by suspicious individuals as to their routine duties or activities.
- Applications to your company for employment as a driver by individuals who submit identification documents of questionable authenticity (e.g., home address is represented as a P.O. Box; no telephone number; misspellings on "official documents"; different names on license and passport).
- Using large sums of cash to conduct transactions
- Attempting to use a credit card with another name
- Requesting delivery without an account
- Request for shipment to an unusual location
- Unfamiliarity in the handling and storage regulations of fuel.

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- Keep records of all purchases.
- Report any missing or stolen fuel, vehicles or other equipment to police
- Make note of suspicious statements, people, and/or vehicles.
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Potential Indicators of Terrorist Activities Related to Cab Based Owners

What Should I Consider Suspicious?

- Excessive attention paid by a fare to sensitive locations that don't typically generate notice (e.g., unusual questions about bridges, power plants, water treatment plants, etc)
- Taking videos or photos of critical infrastructure with no apparent aesthetic appeal (e.g., the chain link fence surrounding a power plant).
- Taking videos or photos of any areas immediately surrounding the county airport which correlate with low-flying flight paths.
- Unusual questions or statements about security measures at locations around the County.
- Unusual questions about a special event within the County (e.g., Taste of Bethesda, parade, street festival, etc.) scheduled to take place in Montgomery County; strange or doomful statements made about an event or location.
- Passengers with unusual packages such as boxes with wires, leaking containers with unusual odors, packages with greasy marks on them, etc.
- Passengers who attempt to conceal their identity by changing or hiding their appearance.
- Passengers who wear clothes that don't correspond with the weather.
- A passenger whose eyes appear to be focused and vigilant.
- Applications to your company for employment as a driver by individuals who submit identification documents of questionable authenticity

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What Should I Do?

Be part of the solution.

- Keep records of all transactions.
- Watch for people and actions that are out of place.
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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Potential Indicators of Terrorist Activities Related to Camera Sales and Photo Processing Businesses

What Should I Consider Suspicious?

- Customers who desire to process the film by machine, with a clear concern that store employees not view the content of the film.
- Attempts by customer to identify all store employees who may have developed photos.
- Photos which contain various landmarks or sensitive infrastructure locations, which don't appear to have any aesthetic appeal which makes the photo attractive (i.e. the support cables of a bridge, the fence surrounding the electrical power plant, etc).
- Camera purchases of expensive photography equipment with panoramic shooting capability.
- Photos of film that repeatedly shows landmarks and sensitive infrastructure that is filmed from a variety of angles which serve to produce panoramic coverage of the sites.

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What Should I Do?

Be part of the solution.

- Require valid ID from all new customers.
- Keep records of all purchases.
- Report any missing or stolen camera or photographic developing equipment to police
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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Potential Indicators of Terrorist Activities Related to Charter Bus Companies

What Should I Consider Suspicious?

- Attempting to charter a bus using personal identification / documents of questionable authenticity
- Reservations for bus charters by person(s) with recently issued forms of personal identification.
- Payment by cash only.
- Sudden, inexplicable, cancellation of a bus charter by an individual or group.
- Requesting a large bus for a very small party. Inconsistent reasons given for chartering the bus (e.g., trip to a seasonal location that is likely to be closed)
- A charter requested at an unusual time of the day for the reason given for the rental.
- A requested to travel to a location of the County or an area of the County which is not typical of normal bus destinations. (e.g., to an isolated, sparsely populated industrial area of the County).
- Specific questions about the dimensions of the bus and the height clearances for public garages.
- Unusual questions posed to any of your company's bus drivers by unknown persons.
- Videotaping or monitoring of your company's bus storage lot by unknown individuals. Thefts or uniforms, vehicles or driver credentials from your company.
- Applications to your bus company for employment as a driver by individuals who submit identification documents of questionable authenticity

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What Should I Do?

Be part of the solution.

- Require valid ID from all new customers.
- Keep records of all purchases.
- Report any missing or stolen buses, uniforms or credentials to police
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
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Operation Tripwire

Potential Indicators of Terrorist Activities Related to Chemicals: Production, Storage, Transport and Distribution

What Should I Consider Suspicious?

- The loss or theft of chemicals from company inventory or transport (tractor trailer) vehicle.
- The loss or theft of chemicals which can be used to make explosives.
- Unusual purchase requests for large amounts or chemicals, or any combination of chemicals.
- Questions from strangers to your company concerning the storage precautions and handling of chemicals on your property.
- A transaction or attempt involving a go-between party and/or a third party that is unusual in light of their usual business.
- Customers who evade questioning and avoid eye contact.
- Customers who are reluctant to give information concerning the use of the chemicals and location where the chemicals will be stored.
- The reason given by the customer for the purported use of the chemicals doesn't correlate to its standard technological use.
- Unusual requests regarding the labeling and shipment or purchases. Requests for excessive confidentiality regarding the final destination or product details of the delivery.
- The sudden cancellation of a sale, but the same product is stolen shortly after that transaction cancellation.
- Customer does not demand a warranty or contract on the purchased chemicals.
- Individuals observed monitoring, photographing or videotaping your facility and its daily operations.

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What Should I Do?

Be part of the solution.

- Require valid ID from all customers.
- Keep records of all purchases.
- Report any missing or stolen chemicals, vehicles or other equipment to police
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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Potential Indicators of Terrorist Activities Related to Farm Supply Stores

What Should I Consider Suspicious?

- New customers who aren't from the local area
- Customer who refuses to provide address where fertilizer will be delivered or used.
- Nervous behavior during transaction.
- Lack of knowledge of crops, soil composition, application methods or fertilizer types
- Transactions involving large amounts of pesticides or fertilizers with ammonium nitrate out of season or with cash.
- Interest in only ammonium nitrate; no interest shown in alternative fertilizers.
- Seeking chemicals with weights in excess of fertilizer combinations.
- Suspicious inquiries regarding equipment (tank size, application range).
- Attempts to acquire spraying or hauling vehicles.
- Failing to communicate a legitimate agricultural use for product.
- Storing agricultural products in unusual containers.
- Paying in cash for large purchases or using a credit card in someone else's name.
- Using a rental vehicle or out of state temporary tags to transport fertilizers or other combustible materials.

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What Should I Do?

Be part of the solution.

- Keep records of all transactions.
- Watch for people and actions that are out of place.
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
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Operation Tripwire

Potential Indicators of Terrorist Activities Related to Financial Institutions

What Should I Consider Suspicious?

- Unusual financial nexuses and transactions occurring among certain business types. (e.g. produce importer dealing with vehicle importer)
- Transactions which are not consistent with the stated business type.
- Transactions which are unusual when compared to the volumes of similar business transactions in the same locale.
- Abnormally complex series of transactions which indicate the practice of layering activity involving multiple accounts, banks, parties or jurisdictions.
- Mixed deposits of third party checks, money orders and/or payroll checks into a business account.
- Unusually large number of wire transfers and/or repetitive wire transfers.
- Transactions seemingly designed to attempt to avoid reporting and record keeping requirements.
- Correspondent accounts which are utilized as "pass-through" points by foreign jurisdictions with subsequent outgoing funds to another foreign jurisdiction.
- Businesses or parties which do not meet the standards of anti-money laundering and due diligence oversight programs.
- Bulk cash and monetary instrument transactions. Suspected shell entries.
- Transactions being conducted in a flurry of activity within a short period, particularly in dormant accounts.
- Volumes of accumulated activity inconsistent with the expected purpose of the account.
- Beneficiaries maintaining accounts at foreign banks that have been subjects of previously filed Suspicious Activity Reports (SARs).
- A lack of evidence which would indicate legitimate business activity.

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What Should I Do?

Be part of the solution.

- Require valid ID from all customers.
- Keep records of all purchases.
- Report any missing or stolen chemicals, vehicles or other equipment to police
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
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Operation Tripwire

Potential Indicators of Terrorist Activities Related to Gas Stations

What Should I Consider Suspicious?

- Subjects who videotape or photograph your premises for no apparent reason.
- Suspicious subjects who observe the delivery of fuel from tanker trucks.
- Questions about the frequency or fuel deliveries to your station (e.g., questions concerning day of week for deliveries).
- Any information concerning the loss fuel, theft of credentials and fuel, or theft of any vehicle used in the transportation of bulk fuel to your station.
- Applications to your company for employment by individuals who submit identification documents of questionable authenticity (e.g., home address is represented as a P.O. Box; no telephone number; misspellings on "official documents"; name differs from that on passport).

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What Should I Do?

Be part of the solution.

- Require valid ID from all customers.
- Keep records of all purchases.
- Report any missing or stolen fuel, vehicles or other equipment to police.
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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Potential Indicators of Terrorist Activities Related to Gun Shops and Ranges

What Should I Consider Suspicious?

- Changes appearance from visit to visit.
- Insists on paying with cash or attempts to use a credit card in another's name.
- Customer who travels an extremely long distance to purchase a gun or to practice at a range.
- Buying a large number of the same or a similar model gun.
- Attempting to conceal conversations.
- Acting evasively when responding to legitimate questions regarding the purchase.
- Individuals who are interested in learning group tactics.
- Customers making racist or extreme religious statements.
- Comments made regarding anti-U.S., radical theology, vague or cryptic warnings.
- Interest in using a firearm in a manner not consistent with the type of weapon being charged.
- Buying guns in a way revealing intent to avoid legal restrictions.
- Making purchases in a manner meant to avoid multiple sales reporting requirements.
- Inquiries regarding illegal conversion of firearms.
- Practice of ambush scenarios.
- Referring to military/Jihad training manuals in a threatening manner.
- Interest in purchasing ammunition which can penetrate body armor.

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What Should I Do?

Be part of the solution.

- Keep records of all transactions.
- Watch for people and actions that are out of place.
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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Potential Indicators of Terrorist Activities Related to Hardware Stores

What Should I Consider Suspicious?

- The loss or theft of items from your store that could be used to construct an Improvised Explosive Device (IED). Such items may fall into the following general categories:
 - **Reactive Ingredients** - chemicals (e.g., acids, acetone); gas (e.g., propane, MAPP); steel wool; matches; etc.
 - **Containers** - steel and PVC pipes, couplers, nipples, end caps, plugs; copper piping or electrical conduit that can be crimped to form a rigid container
 - **Fragmentation** - any material that can be used for fragmentation (nails, screws, nuts, bolts – all sizes/types; any metal such as door hinges, etc.)
 - **Detonation Components** - electrical items (e.g., wires, batteries, switches, timing devices; wireless door bell systems; programmable thermostats which can be cannibalized to obtain the mercury switches
- A request by a customer, not a trade professional, to buy large quantities of any of the categories listed above or smaller purchases of a combination of multiple categories.
- Thefts, in large quantities, of materials listed in the categories listed above.
- Payment by cash instead of a commercial credit card.
- Unusual questions from potential customers about how your business stores chemicals and gas and how they are handled on the premises.
- Interaction from a previously unknown customer whose identity is not clear. Customers who evade legitimate responses to questions regarding the use of materials. A customer who appears nervous and uneasy.
- Unusual customer request concerning the shipment or labeling of goods.
- Unusual customer requests for extreme confidentiality regarding the final shipping or delivery destination or confidentiality of details related to the product being delivered.
- The cancellation of a sale, but then the exact same product is stolen or “lost” shortly after that customer’s cancellation.
- Observations of your shipping department and delivery vehicles by unknown persons.

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What Should I Do?

Be part of the solution.

- Require valid ID from all new customers.
- Keep records of all purchases.
- Report any missing or stolen chemicals, company delivery vehicles or other equipment to police
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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Potential Indicators of Terrorist Activities Related to Heating, Ventilation, Air Conditioning (HVAC) Businesses

What Should I Consider Suspicious?

- A request by an individual who is not an HVAC professional or plumber, to buy specialized tools or equipment for HVAC repair or maintenance
- An attempt to purchase industrial grade fans or motors by an individual who doesn't have sufficient technical expertise or skill to utilize or install said equipment.
- An attempt to purchase HVAC machinery for reasons that don't the appropriate use of such machinery (e.g. buying commercial grade machinery for purported residential installation)
- Questions about modifying HVAC equipment for applications other than its intended use.
- Attempts to make purchases of equipment using personal identity documents or questionable authenticity. Using cash instead of a company-issued (commercial) credit card.
- Missing or stolen heavy-duty HVAC equipment from your business or one of its vehicles.
- Your company conducts maintenance or repair at a work location and the HVAC equipment room has been tampered with, but the property manager or building owner is unaware of the tampering.
- Uniforms or vehicles which can be used to identify an individual as an employee of your HVAC company are missing, stolen or lost under suspicious circumstances.
- The floor plans or blueprints of the HVAC systems of buildings serviced by your company are missing, lost or stolen.

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What Should I Do?

Be part of the solution.

- Require valid ID from all customers.
- Keep records of all purchases.
- Report any missing or stolen uniforms, heavy-duty equipment or client blueprints to police
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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Operation Tripwire

Potential Indicators of Terrorist Activities Related to Hobby Shops

What Should I Consider Suspicious?

- Customers who don't appear to be hobbyists making cash purchases of remote controlled model airplanes or gliders.
- Questions by potential customers regarding instructions on how to modify remote controlled gliders or airplanes, in order to transport or carry some type of device.
- Separate purchases of parts used to build remote control gliders or model airplanes (e.g., motor, fuselage, propellers etc.).
- A request to buy gyro systems with digital readouts for remote controlled airplanes. (Used by the military in remote drones, these systems allow an airplane to continue on a pre-defined course, even if it loses radio contact with the transmitter.)
- Large purchase of chemicals or solvents associated with various hobbies.

What Should I Do?

Be part of the solution.

- Require valid ID from all new customers.
- Keep records of all purchases.
- Report any missing or stolen solvents, chemicals or other inventory to police.
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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Operation Tripwire

Potential Indicators of Terrorist Activities Related to Hotel and Lodging Accommodations

What Should I Consider Suspicious?

- Last minute, walk-in registrants, the day before a major event.
- Guests who deny housekeeping staff access to clean rooms over a period of several days.
- Guests who permit housekeeping staff access, but monitor their actions extremely close.
- Evidence that room occupants have changed their physical appearance by shaving and cutting off lots of hair and using hair dyes. Requests to clear drain clogs caused by large amounts of hair.
- Identification presented for reservations with documents of questionable authenticity.
- Payment with a large sum of cash instead of a credit card to cover an expensive lodging bill.
- Room phone bills for overseas phone calls.
- Thefts of luggage or containers which hold sensitive documents such as passports/visas and other forms of identification.
- Unusual or excessive luggage which does not correlate to the duration of the stay. Discarded luggage by guests. A guest who arrives with luggage that appears to be empty.
- Possession of very expensive photographic and video equipment which is not typical of normal guests or tourists. Surveillance equipment such as binoculars, night vision, etc.
- Possession of unauthorized uniforms (airport, postal, police, military)
- Unusual odors or substances, greasy or oily stains, or any flammable substances.
- A check-in request for a certain room which overlooks a building or critical infrastructure that could be considered a potential target.
- Delivery of suspicious packages (e.g., heavy weights, greasy marks, protruding wires, unusual smells) by her or by an unknown source.
- Loitering in the hotel lobby for an unusual period of time. Suspicious person(s) loitering near HVAC system vents, intakes, equipment, etc.
- Parked vehicles in isolated areas

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What Should I Do?

Be part of the solution.

- Require valid ID from all customers.
- Keep records of all purchases.
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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Operation Tripwire

Potential Indicators of Terrorist Activities Related to Limousine Rentals and Repairs

What Should I Consider Suspicious?

- Any observation by one of your employees in regards to any suspicious limousine vehicle. A vehicle which appears heavily weighed down has fraudulent license plates, unconventional modification to its interior or one which is left unattended in and unusual area.
- Theft of a limousine vehicle.
- Break-ins at locations where limousines are stored.
- Unknown persons loitering in areas where limousines are stored or parked overnight.
- Suspicious inquiries made to limousine drivers by unknown individuals.
- An attempt to lease or rent a limousine by someone who doesn't have a logical reason for its rental.
- An attempt to rent a limousine by an individual who desires to provide his own personal driver, not employed by the limousine company.
- Application for employment as a driver by an individual who doesn't have prior experience driving a limo or does not have the proper class of license to do so.
- An attempt to rent a limousine using identification which lacks authenticity.
- A rental request for an unusual time of day for the reason purported for the rental.
- A rental request specifying the pick-up of a customer at an unusual location.
- Specific questions regarding the height and length of a limousine without proper explanation for the specific inquiry.

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What Should I Do?

Be part of the solution.

- Require valid ID from all new customers.
- Keep records of all purchases.
- Report any missing or stolen vehicles or other equipment to police.
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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Operation Tripwire

Potential Indicators of Terrorist Activities Related to Machine Shops

What Should I Consider Suspicious?

- A request by a previously unknown customer to make, repair or modify an item with specifications that do not correspond with the items purported use.
- Transaction involving a go-between party and/or third party/consignee that is unusual in light of a customer's previous transactions.
- Evasive responses by customer when questioned about the purpose of a modification or repair.
- The reluctance of a customer to disclose information concerning the plant location and place where the items will be utilized.
- The reason given for the purchase doesn't match the customer's business or technology level.
- Customer makes strange request regarding the packaging, labeling and shipment of goods.
- Customer requests extreme confidentiality regarding shipping contents and final destination of items to be delivered.
- Customer cancels sale, but the item in question ends up stolen shortly after.
- Customer doesn't demand warranty or contract documents.

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What Should I Do?

Be part of the solution.

- Require valid ID from all customers.
- Keep records of all purchase orders.
- Report any missing or stolen fuel machinery, tools or inventory to police.
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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Operation Tripwire

Potential Indicators of Terrorist Activities Related to Martial Arts Studios

What Should I Consider Suspicious?

- Information comes to your attention that suggests an individual received foreign military training or attended a training camp overseas.
- Among your customers a group of individuals stands apart because of their unusual intensity in a training regiment; the level of deference/respect given to a specific member of the group by his peers (suggestive of a covert rank structure); the extraordinary repetition of tedious drills practiced, etc.
- Evasive responses to routine questions posed by you or your employees.
- Odd inquiries or statements made by an individual which are not generally consistent with those made by individuals involved in recreational martial arts training or sporting activity.
- Inconsistencies in an individual's obvious knowledge, training and experience with martial arts training and his/her statements to you (e.g., an attempt to mask/conceal any proficiency possessed).
- Requests to conduct training in remote or atypical locations.
- Participation in martial arts classes by individuals who suddenly/inexplicably drop out before graduation/certification.

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What Should I Do?

Be part of the solution.

- Require valid ID from all new customers.
- Keep records of all purchases.
- Report any missing or stolen fuel, vehicles or other equipment to police.
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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Operation Tripwire

Potential Indicators of Terrorist Activities Related to Nightclubs

What Should I Consider Suspicious?

- Individuals bringing (or attempting to bring) unusual packages into the premises.
- Suspicious behavior by an individual attempting to enter your club (e.g., subject is alone, excessively nervous, perspiring, wearing bulky clothing that is inappropriate for the temperature/weather conditions, etc.)
- Unusual inquiries made by individuals regarding specific events scheduled at your club or regarding your club's patrons (e.g., questions about the "profile" of your club's patrons, the purpose of an event or featured club act/artist, etc.)
- Unusual questions about the type of security in place at your club.
- Overheard conversations in which individuals/patrons make unusual or alarming statements.
- Individuals found in areas of your club that are off-limits to patrons (e.g., rooms with access to the HVAC system, electrical system; roof, etc.)
- Individuals videotaping, sketching or photographing the premises for no apparent reason.
- Suspicious vehicles parked outside your restaurant.
- The appearance of different street vendors in the sidewalk area outside of your club.

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What Should I Do?

Be part of the solution.

- Require valid ID from all new customers.
- Keep records of all purchases.
- Report any missing or stolen fuel, vehicles or other equipment to police
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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Operation Tripwire

Potential Indicators of Terrorist Activities Related to Parking Garages and Vehicle Storage Lots

What Should I Consider Suspicious?

- A vehicle that remains unclaimed by its owner or exceeds the parking contract.
- A vehicle shows signs of damage from theft.
- A vehicle that is weighted down in the rear for no apparent visible reason.
- Strange odors emanating from a vehicle which might be chemical in nature.
- Substances that leak from areas of the vehicle not normally associated with fluid storage.
- A vehicle containing metal cylinders, barrels, tanks, PVC piping, batteries or other containers which seem unusual. Items or containers with wires affixed to them.
- A vehicle which has undergone recent body work.
- A vehicle with window tint that is so dark that you can't look into the interior, at all.
- The license plates on a vehicle appear to be fraudulent or the front and back tags do not match. The license plates look altered.
- The license plate tab stickers or registration and inspection stickers appear to be altered.

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What Should I Do?

Be part of the solution.

- Require valid ID from all customers.
- Keep records of all contracts.
- Report any missing or stolen vehicles or other equipment to police
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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Operation Tripwire

Potential Indicators of Terrorist Activities Related to Pharmacies

What Should I Consider Suspicious?

- A request for the purchase of a specific pharmaceutical compound that generally wouldn't be used independent of a mixture with additional substances.
- Loss or theft of items from your pharmacy's inventory which could be hazardous when combined with other easily obtained substances or materials.
- Loss or theft of items from your pharmacy's inventory which serve as counteracting agents in the event of a biological or chemical attack (e.g. Atropine, Cipro, etc.).
- An extreme spike in the purchase or theft of a particular over-the-counter medication (e.g., cold syrup, to determine if people might be self-medicating to fight off flu-like symptoms which may in fact be caused by bio-terror agents) and spikes in the purchase or theft of anti-bacterial and viral agents..

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What Should I Do?

Be part of the solution.

- Require valid ID from all new customers.
- Keep records of all purchases.
- Report any missing or stolen medications or store inventory to police
- Make note of suspicious statements and people.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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Operation Tripwire

Potential Indicators of Terrorist Activities Related to Pool Supply Businesses

What Should I Consider Suspicious?

- Transactions which include the purchase or large amounts of chlorine or any other chemicals. Amounts which exceed normal customer requests. Purchasing large transactions with cash.
- Attempts to purchase chlorine or some other chemical during the off-season when pools are typically closed.
- Loss or theft of chlorine or any other chemical, regardless of the amount, from your business inventory.
- Loss or theft of chlorine or any other chemical during its shipment to your store by the supplier and/or trucking company. Any unusual incidents reported during the shipping of chemicals to your business.
- Unusual questions regarding the storage, quantity or handling of chlorine and other chemicals at your business.
- Requests to buy chlorine or other chemicals by an individual who does not reside in the normal customer area or is not typically associated with your business or its clientele.

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What Should I Do?

Be part of the solution.

- Require valid ID from all new customers.
- Keep records of all purchases.
- Report any missing or stolen chemicals to police
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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Operation Tripwire

Potential Indicators of Terrorist Activities Related to Propane Sales

What Should I Consider Suspicious?

- Theft of propane tanks from your business inventory or delivery supplier.
- Theft of canisters, respirators, special wrenches, or vehicles used to transport propane.
- Requests to buy excessive amounts of propane, not typical of your normal customers.
- Unusual questions from individuals regarding the handling and storage of propane by your company.
- Non-customers who observe your facility operations (e.g. monitoring the delivery and departure times of your trucks).
- Reports by employees of unknown persons observed trespassing or taking pictures of the facility or its curtilage
- Reports by your employees regarding being questioned by suspicious individuals as to their routine or activities.
- Suspicious individuals looking for employment involving the transportation/delivery of propane.

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What Should I Do?

Be part of the solution.

- Require valid ID from all customers.
- Keep records of all purchases.
- Report any missing or stolen fuel, vehicles or other equipment to police
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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Operation Tripwire

Potential Indicators of Terrorist Activities Related to Public Transportation

What Should I Consider Suspicious?

- Questioning of conductors, drivers, or other system employees regarding schedules, passenger capacities, onboard safety procedures, security equipment, (e.g., presence of surveillance cameras vs. uniformed officers), etc.
- Consecutive round trips on the same train/tram or bus by an individual.
- Individual(s) loitering on the passenger platform, without boarding trains or buses.
- Individuals walking around/through the passenger cars/cabins, independent of each other, taking notes ostensibly on operations and meeting as a group after their observations are recorded to compare notes.
- Deliberate recording of departure/arrival procedures. Individual(s) observed timing the arrival and departure of trains (e.g., use of a stopwatch).
- Filming of security procedures / ID checks within the terminal facility.
- Videotaping adjacent critical infrastructure such as bridges, airport terminals, power plants, etc.
- Individuals videotaping, sketching or photographing the station platform or any other aspect of the transportation system (e.g., riding in the front passenger car and videotaping the tunnel; videotaping the interior of the motorman's/ conductor's cab, etc.).
- Taking notes or calling on mobile phones; pacing off distances
- Discovery of a suspicious vehicle within the vicinity of the transportation system terminal.
- Unattended baggage/packages.
- Lost or stolen uniforms, ID's, or equipment belonging to transportation system workers.
- Individual(s) bringing (or attempting to bring) unusual packages into the passenger cabin/car (e.g., boxes with wires protruding, cans, etc.). An individual hiding a package under his/her jacket (e.g., a hidden object strapped to a person's body, beneath a jacket).
- Suspicious comportment by an individual entering the system: the subject is alone, excessively nervous, perspiring, wearing bulky clothing that is inappropriate for the season's temperature/weather conditions, etc.
- Actions by a person that suggest he/she is trying to hide his identity (e.g., wearing a bulky hat, scarf or some other article of clothing to obscure his face) or the appearance of an individual wearing clerical garb / religious attire in what appears to be a means of disguising his true identity.
- Overheard conversations in which individual(s) make unusual or alarming statements.
- Individual(s) found in areas of the system that are off-limits to customers (e.g., rooms with access to the electrical system, emergency stairwells, ventilation areas, etc.).
- The appearance of burn marks on the hands, face or fingers of someone seeking access to (or leaving) the transportation system.

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- Suspicious individual(s), not familiar to you, entering the transportation system and who are wearing transit workers' clothing/official uniform items (e.g., reflective vest, hard-hat) or carrying equipment (tools) used in the repair and maintenance of the system.
- Concern over the authenticity of credentials/identification passes of outside contractors supposedly performing work within the transportation system.

What Should I Do?

Be part of the solution.

- Require valid ID from all new customers.
- Keep records of all purchases.
- Report any missing or stolen fuel, vehicles or other equipment to police
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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Operation Tripwire

Potential Indicators of Terrorist Activities Related to Radioactive Materials/Research Labs

What Should I Consider Suspicious?

- Theft or loss (regardless of amount, e.g. pilfering) of radioactive materials or equipment that contains radioactive elements.
- Suspicious individuals observed in the vicinity of storage rooms containing radioactive materials or in sensitive locations.
- Theft or loss of entry keys or identification passes/badges that furnish access to areas containing radioactive materials.
- Theft of hazardous material storage containers.
- Unknown persons videotaping or photographing your facility.
- Persons loitering inside/outside of your facility for no apparent reason.
- Recent departure overseas of employees with access to chemical, biological, radiological, nuclear material or termination of employment.

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What Should I Do?

Be part of the solution.

- Require valid ID from all new customers.
- Keep records of all purchases.
- Report any missing or stolen fuel, vehicles or other equipment to police.
- Make note of suspicious statements, people, and/or vehicles.
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Operation Tripwire

Potential Indicators of Terrorist Activities Related to Realty Companies

What Should I Consider Suspicious?

- A potential lessee signs a lease for a house, store or an apartment but fails to move in. The premises remain vacant for a long period of time without any reasonable explanation like renovation or construction.
- An individual seeks to buy or lease warehouse space for reasons that don't normally require the use of industrial or commercial property.
- A lessee seeks to renew a lease for an apartment, house or store although it was never moved into after the initial lease was signed.
- A property is used for activity not normally associated with its intended design (e.g. use of an apartment as a house of worship).
- Personal identification documents are not authentic or they do not match up with information provided for a credit check.
- The individuals utilizing the space are not the lessees.
- There is a sudden spike in the number of individuals or families, residing in different apartment buildings or houses in the area, abruptly moving before the expiration of their lease or rental agreement. This may include families that withdraw their children from neighborhood schools in the middle of the school year.
- Unusual requests for building and premise blueprints and structure plans. Or theft of such materials.

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What Should I Do?

Be part of the solution.

- Require valid ID from all new customers.
- Keep records of all leases and sales.
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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Operation Tripwire

Potential Indicators of Terrorist Activities Related to Religious Institutions

What Should I Consider Suspicious?

- Individuals who record data about your facility by sketching, note taking, videotaping, or taking pictures
- Individuals sitting in a vehicle for an extended period of time, including after regular business hours.
- Individual(s) loitering near your facility or in the lobby of your facility.
- Unfamiliar guests who arrive unannounced at your facility (service techs, contractors or any other unscheduled guest)
- Attempts to deliver packages or other items to an office or to a specific person.
- Attempts to by-pass your security, even "accidentally" walking past a check in desk.
- Individuals measuring distances in stride
- Individuals who are uncooperative, dismissive or pretend not to understand what you are talking about if challenged by a representative of your institution
- Attempts to remove property from an office or a facility without proper authorization.
- Unattended packages left in or around the facility
- Questioning of facility staff regarding schedules, facility capacity, security procedures, etc.

What Should I Do?

- Report even minor concerns. You do not know what else has been reported and whether your "small" detail fits into a larger puzzle.
- If you see suspicious behavior, do not confront the individuals involved.
- Consistent with your personal safety and institution's policy, take a picture and/or take a
- note of the details of the incident (include vehicle description, physical descriptions, exact location of incident, time of day)
- Ensure that your institution's procedures regarding access control are strictly enforced.
- Ensure that security devices that you have are working and are used (outdoor lights, gates, windows, alarms)
- Secure computer systems are in
- Ensure that your staff is aware of security procedures, in the event of an emergency.
- Practice those security procedures, reviewing with all personnel their role in security.

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What Should I Do?

Be part of the solution.

- Require valid ID from all new guests.
- Keep records of all guest visits, when possible.
- Report any missing or stolen facility equipment to police
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
 - If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
 - For incidents which have already occurred, please call the 24 hour crime tip line at (240)773-TIPS (8477) or email your complaint to viceandintel@montgomerycountymd.gov

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Operation Tripwire

Potential Indicators of Terrorist Activities Related to Residential Rental Properties

What Should I Consider Suspicious?

- Renters who use large sums of cash or credit card payments in another name.
- Discovery of unusual items on property or in dumpsters (i.e. fertilizers, chemical containers, fuel, etc.).
- An individual seeking to renew a lease for a residence unit even though it was never moved into after the initial lease was signed.
- A rental unit which is used for an activity not associated with its intended purpose for renting
- Fraudulent or questionable documents submitted for personal identification or for a credit check which lack authenticity
- The individual(s) living in the rental unit is not the same individual that signed the lease.
- Groups of individuals, especially those with no visible means of support, share a common address.
- Renters who discretely modify for storage purposes, secret locations in the apartment for securing documents, records, arms, and other important items.
- Lock and key replacement without permission from property management.
- An unusual request for blueprints of the entire rental property complex or the disappearance of those blueprints.
- Visitors found on your complex grounds who claim to be lost or appear disoriented.
- Maintenance work that is not announced or scheduled takes place.
- Deliveries arrive that are not anticipated.
- Unusual odors or substances emanating from the rental unit.
- Containers used for the storage of chemicals or other material -- not commonly associated with a residential property.
- Unknown persons ask for directions or pose questions regarding sensitive areas (utility rooms, HVAC systems, etc.) or security system (cameras) on the campus or within the complex.
- Individuals, known or unknown, observed videotaping or photographing the complex or physical plant assets.

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What Should I Do?

Be part of the solution.

- Require valid ID from all new customers.
- Keep records of all transactions.
- Watch for people and actions that are out of place.
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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Operation Tripwire

Potential Indicators of Terrorist Activities Related to Schools

What Should I Consider Suspicious?

- The unexpected withdrawal—in mid semester – of a child because his/her family is suddenly returning to their former country overseas. (Including reports received from other school administrators/teachers at other area school alleging similar, sudden withdrawals of students)
- Unusual inquiries (telephone, in-person) from strangers regarding school hours and operation, student attendance/population (e.g. ethnic/religious composition of student body).
- Inquiries about the presence of security measures at school. Also, any queries by individuals who do not appear to be interested in registering a child.
- Reports of someone videotaping or photographing the school.
- Unknown individuals who appear to be observing the daily operation and activity of the school.
- Suspicious vehicles parked on the school parking lot or the curtilage of the school's property.
- Ominous statements made by a student regarding an approaching date.

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What Should I Do?

Be part of the solution.

- Keep accurate records of all student families.
- Report any suspicious individuals on school property or curtilage
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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Operation Tripwire

Potential Indicators of Terrorist Activities Related to Scuba Shops/Diving Schools

What Should I Consider Suspicious?

- Cash purchase of expensive scuba equipment by individuals who don't appear to be knowledgeable in the sport.
- Purchasing individual dive gear in excessive quantities.
- Buying equipment that is not compatible for diving in the water conditions which the customer claims it will be used for.
- Attempts to rent advanced gear or equipment without the proper certification to operate such.
- Renting or purchasing gear that is not consistent with the stated purpose of its use.
- Purchase of underwater communications equipment and rebreathers.
- Questions regarding purchases related to Swimmer Delivery Vehicles and Diver Propulsion Vehicles.
- Attempts to purchase large magnets, large diameter PVC pipe, or empty compressed gas cylinders (or theft of same)
- Students of scuba classes who inexplicably drop out just prior to graduating and receiving certification.
- Unusual questions asked by individual taking scuba classes which have absolutely nothing to do with the aspects of scuba diving training. Or requests for specific specialty training, including odd inquiries that are inconsistent with recreational diving.
- Requests to learn combat swimming skills.
- Request to take specific navigation training not associated with recreational divers.
- Attempts to gain information to obtain special equipment for underwater construction by individuals not employed in that specialized industry.
- Training which is conducted in remote locations or restricted areas.
- Attempts to bribe trainers for certification.
- Attempts to gain employment at equipment dealers or shops by an individual who has no real diving history or interest.

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What Should I Do?

Be part of the solution.

- Require valid ID from all new customers.
- Keep records of all purchases.
- Report any missing or stolen equipment to police
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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Operation Tripwire

Potential Indicators of Terrorist Activities Related to Self Storage Facilities

What Should I Consider Suspicious?

- Using cash to pay rental fees or using credit card in another name
- Discarding shoes or clothing in new condition
- Frequent attempts to access self-storage bins during off-hours when staff/customer presence at the facility is minimal.
- Renters who avoid contact with facility staff
- Attempts to avoid being filmed by the facility's video security system
- Customers who secure spaces for unusually brief time periods.
- Customers who are vague as to the duration of time materials are to be stored.
- Customers who are evasive in terms of identifying the nature of items to be stored, if those questions are asked by the facility manager/staff.
- Attempts to rent storage bin with documents of questionable authenticity (e.g., P.O. Box offered as residence address).
- Customers who have not been seen for long periods of time and/or those who are delinquent in storage fees.
- Selection of storage areas with heat and humidity controls or protection.
- The appearance of chemical containers or other unusual materials (e.g., disposable gloves) in the area designated for garbage disposal.
- Unusual odors (e.g., chemical, industrial) coming from a storage area/bin; chemical fires in self-storage units.
- Delivery of chemicals or biological material directly from the manufacturer to your facility.
- A foreign liquid substance seeping from a storage bin.
- Discoloration of walls or doors at storage bins where strange odors are present (e.g., metal door tarnished; brightly colored stains)
- Inquiries made by potential customers regarding the presence of surveillance cameras or other facility security measures.
- The appearance of burn marks, missing or disfigured fingers on the hands of a customer accessing or leaving a self-storage bin.
- The carrying of tools or wires by an individual accessing or leaving a self-storage bin

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What Should I Do?

Be part of the solution.

- Require valid ID from all new customers.
- Watch for people and actions that are out of place.
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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Operation Tripwire

Potential Indicators of Terrorist Activities Related to Special Event Venues and Surrounding Businesses

What Should I Consider Suspicious?

- Pre-event videography or photography of the location and its surroundings of the special event. Capturing images that appear to have no aesthetic value.
- Any request to videotape or photograph from a roof or a business or vacant unit which overlooks the event venue.
- The appearance of a new street vendor in an area surrounding the event just days before the actual event.
- Unclaimed or suspicious packages at and around the event location
- Individuals who loiter at bus stops without ever boarding a bus for numerous days prior to the event.
- The recent placement of a garbage can, postal mailbox, newspaper kiosk or other stationary object at or around the event location.
- Recent attempts by unknown subjects to gain access to the roof of your business which overlooks the event location.
- Attempts to obtain short-term leases on office space or surrounding apartments at or around the event location.
- The storage of large drums inside a building (commercial or residential space).
- Reports of small fires or smoke conditions being reported from a particular store or apartment.
- Inquiries made by individuals interested in the security measures which will be taken for the event. Inquiries made regarding the presence of VIPs at the event.

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What Should I Do?

Be part of the solution.

- Report any new vendors, new delivery vehicles or new stationary objects, which appear shortly before the planned event, to police
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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Operation Tripwire

Potential Indicators of Terrorist Activities Related to Theaters

What Should I Consider Suspicious?

- Inquiries regarding the seating locations of VIPs for a performance or unusual questions concerning the type of audience in attendance for a performance (e.g., ethnic/religious make-up).
- Individuals found in areas restricted to employees/performers only and not open to the general public.
- Individuals photographing or videotaping the building with an apparent focus on stairwell locations, hallways, fire exits, etc.
- Evidence suggesting that the building's HVAC system (e.g., heating, ventilation, air conditioning access rooms/panels) may possibly have been tampered with.
- Individuals found loitering in areas where there is access to the HVAC system or other physical plant systems (e.g., ground-level air intake vents; electrical breaker switch boxes) related to building operations.
- Unusual odors or substances unknown to you, oil based stains or other flammable material.
- Parking of a suspicious vehicle, such as a truck, in front of the building when normally such vehicles are not parked in that location.
- The discovery of an unattended package or object.

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What Should I Do?

Be part of the solution.

- Require valid ID from all new customers.
- Keep records of all purchases.
- Report any missing or stolen fuel, vehicles or other equipment to police.
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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Operation Tripwire

Potential Indicators of Terrorist Activities Related to Tool Rentals

What Should I Consider Suspicious?

- Request by unknown customers to rent power saws or gas torches with steel cutting capabilities (e.g. support cable used on bridges and other structures).
 - Failure to return the equipment listed above within the time frame of the rental contract.
- Request to rent heavy duty construction tools by an individual who has no real knowledge or skill regarding the use of that equipment.
- Request to rent heavy duty equipment for reasons that don't correspond with the appropriate use for that equipment.
- Attempts to rent heavy duty equipment by an individual with identifying documents of questionable authenticity.
- Using cash instead of a company credit card as part of deposit for down payment on lease agreement.
- Request to rent heavy duty equipment at an unusual time of day for its purported reason for rental.
- Theft or loss of heavy duty, construction equipment missing from your business inventory. .

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What Should I Do?

Be part of the solution.

- Require valid ID from all new customers.
- Keep records of all purchases.
- Report any missing or stolen equipment or tools to police
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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Operation Tripwire

Potential Indicators of Terrorist Activities Related to Truck and Van Rentals

What Should I Consider Suspicious?

- Attempts to rent a vehicle with personal identification that doesn't appear to be authentic.
- Individuals attempting to rent vehicles with a recently issued form of identification.
- Inconsistencies between the reason the vehicle is rented and the type of vehicle which is requested (e.g. a small moving job in which the renter requests a huge 24 foot truck).
- A renter who seems overly concerned with controlling the temperature and humidity in the cargo area of the truck.
- An individual who has no desire to rent any equipment which would assist in loading cargo (ropes, bubble wrap, bungee cords, hand trucks, etc.) for a moving job.
- Request for a rental at an unusual time of day for the purported reason for the rental.
- Specific questions regarding the height of a rented vehicle and the height clearances for public garages.
- A renter who attempts to lease a truck, but doesn't appear to have prior driving experience with that particular weight and class of vehicle.
- A suspicious employment attempt at your business.
- Theft of rental vehicles.
- Inquiries about rental a truck with wooden floors.
- Returned rentals that contain
 - Unusual burn marks or odors.
 - Chemical or fertilizer residue.
 - Surveillance equipment.
 - Receipts for hazardous items.
 - Explosives or weapons.
 - Maps with sensitive locations marked.
 - Extremist literature or training manuals.
 - Blueprints, photos or videos of buildings of sensitive locations.

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What Should I Do?

Be part of the solution.

- Require valid ID from all new customers.
- Keep records of all purchases.
- Report any missing or stolen vehicles or other equipment to police
- Make note of suspicious statements, people, and/or vehicles.
- **If something seems wrong, notify law enforcement authorities.**
- If you have an emergency or a situation in progress where police assistance is needed immediately, please call **911** or **301-279-8000** (non-emergency line), respectively.
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